



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/07/2023

The DDD Policy Unit published revised policies on Wednesday, September 6, 2023. The policies are available on the Division's [Policy webpage](#).

REVISED POLICIES

[Division Operations Policy Manual 414 Requirements for Service Authorization Decisions and Notices of Adverse Benefit Determination](#)

This policy has been revised to align with current AHCCCS and Division requirements. Revisions include:

- Added reference to the provision of a Notice of Adverse Benefit Determination that is consistent with 42 CFR 438.404 which includes an explanation of the specific facts including the level of service which may include a request for an enhanced staffing ratio.
- Added that a provider who requested a Services Authorization Request has the option to request a peer-to-peer discussion with the Division's medical director as part of the Appeals process.

[Division Medical Policy Manual 310-FF Monitoring Controlled and Non-Controlled Medication Utilization](#)

This policy has been revised to align with current AHCCCS and Division requirements. Revisions include:

- Changed the name of the policy from "Drug Utilization and Review and Monitoring" to "Monitoring Controlled and Non-Controlled Medication Utilization" to eliminate confusion between this policy and AdSS Medical Policy Manual 1024.
- Updated the purpose statement to align with AMPM 310-FF.
- Updated the Definition section to align with the policy.
- Moved the "Drug Utilization Review" information from this policy to AdSS Medical Policy Manual 1024 "Drug Utilization Review".
- Added a section for Oversight and Monitoring.
- Formatted to align with Policy standards.

[AdSS Medical Policy Manual 310-FF Monitoring Controlled and Non-Controlled Medication Utilization](#)

This policy has been revised to align with current AHCCCS and Division requirements. Revisions include:

- Changed the name of the policy from "Drug Utilization and Review and Monitoring" to "Monitoring Controlled and Non-Controlled Medication Utilization" to eliminate confusion between this policy and AdSS Medical Policy Manual 1024.
- Updated the purpose statement to align with AMPM 310-FF.

- Updated the Definition section to align with the policy.
- Moved the “Drug Utilization Review” information from this policy to AdSS Medical Policy Manual 1024 “Drug Utilization Review”.
- Added a section for Oversight and Monitoring.
- Formatted to align with Policy standards.

[Division Medical Policy Manual 420 Family Planning Services and Supplies](#)

This policy has been revised to describe the requirements regarding Family Planning Services and Supplies.

Revisions include:

- Updated definitions Including Business Days, Immediate Postpartum Long-Acting Reversible Contraceptives (IPLARC), Member, and Second Level Review.
- Added a section on the Second Level Review process.
- Revised the requirement that the provider counsels and recommends the Member continue another form of birth control to prevent pregnancy for up to three months following the Hysteroscopic Tubal Sterilization or Vasectomy.
- Added a requirement that the provider performs a Hysterosalpingogram or sperm count according to the current standard of care for the sterilization procedure to confirm the Member is sterile following the Hysteroscopic Tubal Sterilization or Vasectomy.
- Added a requirement that the Family Planning or Maternity Care Provider has verbally and in writing provided proper counseling and included a statement to the Member about implant removal.
- Added a section on protocol for Member notification of Family Planning Services
- Added a section on Sterilization to include criteria being met, signature of the AHCCCS Consent to Sterilization form, consent being effectively communicated with the Member, ensuring the Member receives a copy of the consent, and when the Member is not able to consent to Sterilization.
- Added a section on the Division oversight and monitoring of the AdSS.
- Formatted to align with Policy standards.

[AdSS Medical Policy Manual 420 Family Planning Services and Supplies](#)

This policy has been revised to describe the requirements regarding Family Planning Services and Supplies.

Revisions include:

- Updated definitions Including Business Days, Immediate Postpartum Long-Acting Reversible Contraceptives (IPLARC), Member, and Second Level Review.
- Added a section on the Second Level Review process.
- Revised the requirement that the provider counsels and recommends the Member continue another form of birth control to prevent pregnancy for up to three months following the Hysteroscopic Tubal Sterilization or Vasectomy.
- Added a requirement that the provider performs a Hysterosalpingogram or sperm count according to the current standard of care for the sterilization procedure to confirm the Member is sterile following the Hysteroscopic Tubal Sterilization or Vasectomy.
- Added a requirement that the Family Planning or Maternity Care Provider has verbally and in writing provided proper counseling and included a statement to the Member about implant removal.
- Formatted to align with Policy standards.

[Division Medical Policy Manual 510 Primary Care Providers](#)

This policy has been revised to describe the requirements applicable to the Division of Developmental Disabilities (Division) regarding Primary Care Providers participating in AHCCCS programs. Revisions include:

- Added definitions for Business Days, EPSDT, Non-Contracting Provider, Member, Resident Physician, and Teaching Physician.
- Updated Primary Care Provider responsibilities.
- Updated information regarding the provision of initial and primary care services.
- Updated information regarding Behavioral health services provided by the Primary Care Provider.
- Updated Primary Care Provider care coordination responsibilities.
- Updated requirements for maintenance of the Member's medical records.
- Updated Primary Care Provider assignment and appointment standards.
- Updated the information regarding referrals and appointment standards for specialty care.
- Revised information about Physician assistant and nurse practitioner visits in a nursing facility.
- Added a section on the Division oversight and monitoring of the AdSS.
- Formatted to align with Policy standards.

[AdSS Medical Policy Manual 510 Primary Care Providers](#)

This policy has been revised to describe the requirements regarding Primary Care Providers participating in Arizona Health Care Cost Containment System (AHCCCS) programs. This policy applies to the Division's Administrative Services Subcontractors (AdSS) to include:

- Added definitions for Business Days, EPSDT, Non-Contracting Provider, Member, Resident Physician, and Teaching Physician.
- Added a new section for behavioral health services provided by the primary care physician.
- Added a new section outlining PCP responsibilities coordinating with a Member's AdSS care manager, provider case manager, Division Support Coordinator, Behavioral Health Complex Team, and Division Nurses.
- Added a section outlining coordinating care for behavioral health medication management.
- Added a section ensuring behavioral health history and information are received and information is kept in an appropriately labeled file.
- Formatted to align with Policy standards.

[Division Medical Policy Manual 541 Coordination of Care with Other Government Agencies](#)

This policy has been revised to align with current AHCCCS and Division requirements. Revisions include:

- Updated the definitions section.
- Added a section regarding the Division's monitoring and oversight of the AdSS.
- Formatted to align with Policy standards.
- AdSS Medical Policy Manual 541 Coordination of Care with Other Government Agencies
- This policy has been revised to align with current AHCCCS and Division requirements. Revisions include:
- Updated the definitions section.
- Clarified how the AdSS shall coordinate care with the ADE, DES, DCS, and Courts and Corrections.
- Formatted to align with Policy standards.

[Division Medical Policy Manual 940 Medical Records and Communication of Clinical Information](#)

This policy has been revised to align with AMPM 940 and the Division's policy standards. Revisions include:

- Added language to specify how member records are to be kept.
- Added clarifying language to specify documentation of coordination of care activities.
- Formatted to align with Policy standards.

[AdSS Medical Policy Manual 940 Medical Records and Communication of Clinical Information](#)

This policy has been revised to align with AMPM 940 and the Division's policy standards. Revisions include:

- Added language to specify how member records are to be kept.
- Added clarifying language to specify documentation of coordination of care activities.
- Formatted to align with Policy standards.

[Division Medical Policy Manual 950 Credentialing and Recredentialing Processes](#)

This policy has undergone extensive revisions and reformatting to align with AHCCCS policies and contract requirements and to integrate the new policy writing style, and general sentence restructuring to increase clarity and readability.

[AdSS Medical Policy Manual 950 Credentialing and Recredentialing Process](#)

This policy has undergone extensive revisions and reformatting to align with AHCCCS policies and contract requirements and to integrate the new policy writing style, and general sentence restructuring to increase clarity and readability.

[Division Medical Policy Manual 970 Performance Measures](#)

This policy has undergone extensive revisions and reformatting to align with AHCCCS policies and contract requirements and to integrate the new policy writing style, and general sentence restructuring to increase clarity and readability.

[AdSS Medical Policy Manual 970 Performance Measures](#)

This policy has undergone extensive revisions and reformatting to align with AHCCCS policies and contract requirements and to integrate the new policy writing style, and general sentence restructuring to increase clarity and readability.

[Division Medical Policy Manual 980 Performance Improvement Projects](#)

This policy has been revised and updated and includes language that was changed to align with the update to the AHCCCS policy.

RETIRED POLICIES

Division Eligibility 500 Assignment of Support Coordinators

- The content of this policy has been incorporated into Division Medical Policy Manual 1601.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.